



WELCOME TO THE CITY OF ROUND ROCK

Welcome to Round Rock, one of the fastest growing and best managed cities in Texas. The city has maintained high quality of life while becoming a major center for economic development in Central Texas. Round Rock is known for its award-winning master plan, park system and school district as well as for having some of the lowest crime, property tax and utility rates in Texas.

Area highlights

Round Rock is a fast growing community with new businesses and attractions opening regularly. The **Dell Diamond** is home to the Round Rock Express minor league baseball team. **IKEA**, **Round Rock Premium Outlets** and **La Frontera** provide just a few of the shopping opportunities in the area. The **Round Rock Higher Education Center** offers degree programs and continuing education from Texas State University, Austin Community College and Temple College. The Sam Bass Community Theater and the Palm House Museum offer a chance to sample local culture.

Major employers include Dell, Farmers Insurance Group and Cypress Semiconductor. Round Rock's combined property tax and utility rates are the lowest in the region. It has an award-winning park system, school district and in 2006 it was the 13th Safest City in the United States.

City offices

- City Hall — 221 E. Main Street
- Round Rock Public Library — 216 E. Main Street
- Round Rock Parks and Recreation Department — 301 W. Bagdad St. Ste 250
- Police Department — 2701 N. Mays

Useful City phone numbers

- Animal Control — 512-218-5500
- City Hall — 512-218-5400
- Garbage Service — 512-255-4980
- Library — 512-218-7000
- Municipal Court — 512-218-5480
- Police — 512-218-5500 (non-emergency)
- Utility connect/disconnect — 512-218-5460

roundrocktexas.gov: Always On

To get more information about the City and its services, visit our web site at *roundrocktexas.gov*.
On the site, you can:

- Pay your utility bill
- Register for Parks and Recreation programs
- Watch City Council meetings
- Request an appointment with the Mayor
- Report problems such as potholes, weedy lots and streetlight outages
- Browse current job openings
- Subscribe to Round Rock News, the city's e-mail newsletter
- Check the event calendar for what's happening in the community
- Access your library account
- And much more ...

UTILITY FEES AND GARBAGE PICK UP

The Utility Billing Department staff welcomes the opportunity to serve you. We are please that you have chosen to make your home in Round Rock.

All residential customers pay a base fee each month plus a standard rate for each 1,000 gallons of water used.

Service Fees			
Connection Fee	\$25		
	Water	Sewer	
*Monthly Base Charge:	\$14.26	\$12.88	
Volume Charge per 1,000 gallons November through April May through October First tier 0-18,000 gallons Second tier 18,001-24,000 gallons Third tier 24,001-30,000 gallons Fourth tier greater than 30,001 gallons	\$2.42 \$2.42 \$3.03 \$3.63 \$4.84	\$3.29	
Garbage Monthly Service Charge	\$17.61		
Sales Tax	\$1.45		
*These Base Rates and volume charges do not apply to oversize meters.			

Sewer Averaging: Each March, your water bill will reflect a new sewer average based on your own water usage. The computer tracks the water used during a three (3) month period, beginning with your November meter reading and ending with your February meter reading and calculates your own sewer average.

The maximum monthly charge for waste water service is based upon actual water consumption, or on the sewer average, whichever is lower.

Garbage Pick up days

- For your neighborhood's pick up days, visit roundrocktexas.gov/recycle.
- Or call Utility Billing at 512-218-5460

Garbage pick up begins at **7 a.m.** You may use the 95gal trash can provided or a standard size can. **Call Round Rock Refuse at 512-255-4980** for questions about this service.

Round Rock Refuse provides curbside recycling included in your water bill at no additional fee. Recycle pick-up is every other week on the same day as your garbage pick-up.

<p align="center">UTILITY FEES AND GARBAGE PICK UP FOR WARNER RANCH/SOMERVILLE NEIGHBORHOOD ONLY</p>

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All residential customers pay a base fee each month plus a standard rate for each 1,000 gallons of water used.

Service Fees			
Connection Fee	\$25		
	Water	Sewer	
*Monthly Base Charge:	\$14.26	\$35.20	
Volume Charge per 1,000 gallons November through April May through October First tier 0-18,000 gallons Second tier 18,001-24,000 gallons Third tier 24,001-30,000 gallons Fourth tier greater than 30,001 gallons	\$2.42 \$2.42 \$3.03 \$3.63 \$4.84	\$5.64	
Garbage Monthly Service Charge	\$17.61		
Sales Tax	\$1.45		
*These Base Rates and volume charges do not apply to oversize meters.			

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UTILITY PAYMENT METHODS

Payment due dates

Utility customers have sixteen (16) days from the date the bill is mailed to pay the balance due on their account without penalty. Due dates falling on a weekend or holiday will be extended to the next business day.

Payments not received by the due date are subject to a **late fee**. Late fees are assessed on the day after the due date in the amount of 10 percent of the past due balance or \$2.50, whichever is greater. **Disconnection** of service occurs on the fourteenth day (14) of non-payment of a past due account. The amount past due plus a service fee of \$50 must be paid in order to restore service during normal business hours.

Payment methods

We encourage our customers to use the most convenient, cost effective method for making payments to the City. In most cases, this would likely be done electronically. There are many on-line payment providers as well as financial institutions that offer these quick, convenient services. Many banks even offer these services free of charge. Please check with your preferred provider for additional information.

If you choose to use one of the City electronic services, the direct debit program is free of charge and requires minimal monthly time for the customer. The City's on-line payment system and automated phone number requires a \$1.50 convenience fee for each transaction.

The City of Round Rock Utility Billing Office offers the following payment options:

- **Drive-through** located at City Hall on the corner of E. Bagdad Avenue and S. Shepard Street. The drive through is open from 8 to 6 p.m. Monday through Friday, except holidays.
- **24 Hour depository** located at City Hall at the drive through.
- **Walk-in** to the Utility Billing lobby at City Hall, 221 East Main, Round Rock, Texas 78664. The lobby is open from 8 to 5 p.m.
- **Mail** to 221 East Main, Round Rock, Texas 78664
- **Direct debit** is free; your bank account will be electronically debited each month on the due date.
- **Online** at roundrocktexas.gov for \$1.50 convenience fee
- **Pay by phone** # 1-855-894-2392 for \$1.50 convenience fee

Call **512-218-5460** from 8 a.m. to 5 p.m. Monday through Friday for assistance with connection and disconnection of service and billing questions. We are happy to answer any questions you may have.



City of Round Rock
221E Main St
Round Rock, TX 78664
Phone: 512-218-5460
Fax: 512-218-5463

AUTOMATIC DRAFT AUTHORIZATION FOR CUSTOMERS TO SIGN UP OR CHANGE AUTO DRAFT ON UTILITY ACCOUNTS

Please Print and Sign
UTILITY ACCOUNT INFORMATION

NAME _____
SERVICE _____
ADDRESS _____
MAILING _____
ADDRESS _____
(IF DIFFERENT) _____
EMAIL _____
ADDRESS _____

UTILITY
ACCOUNT# _____
PHONE# _____
PHONE# _____
SS# _____
REQUEST EBILL ☐ YES ☐ NO

YOU CAN HELP THOSE IN NEED PAY FOR ESSENTIAL WATER SERVICES BY DONATING TO THE FRIENDLY ROCK PROGRAM. SIMPLY CHECK THE BOX AND THIS AMOUNT WILL BE ADDED TO YOUR BILL.

☐ YES I WOULD LIKE TO PLEDGE TO THE FRIENDLY ROCK PROGRAM EACH MONTH

☐ \$1 ☐ \$5 ☐ \$ _____

OPTION 1: AUTOMATIC DRAFT FROM VISA OR MASTERCARD

Complete this section if drafting from credit card

CARD TYPE: ☐ VISA

☐ M/C

CARD NUMBER _____ EXPIRATION DATE _____
NAME AS IT _____ CREDIT CARD
APPEARS ON CARD _____ BILLING ZIP CODE _____

CREDIT CARD CVV (3 DIGIT NUMBER ON THE BACK OF CARD) _____

OPTION 2: AUTOMATIC DRAFT FROM CHECKING OR SAVINGS

Complete this section if drafting from checking or savings account.

A voided check is required for drafts from checking or savings accounts

CHECKING ☐

SAVINGS ☐

BANK NAME _____ BANK ACCOUNT # _____
NAME ON _____
BANK ACCOUNT _____ BANK ROUTING # _____

I AUTHORIZE THE CITY OF ROUND ROCK TO DRAFT THE ACCOUNT INDICATED ABOVE TO PAY MY MONTHLY UTILITY BILL. I UNDERSTAND THAT MY BANK OR CREDIT CARD ACCOUNT MAY BE DRAFTED FOR THE TOTAL AMOUNT DUE, ONE TO THREE BUSINESS DAYS BEFORE THE DUE DATE. *Initial* _____

I WILL CONTINUE TO MAKE PAYMENTS AS USUAL UNTIL MY BILL STATES "PAID BY DRAFT". FAILURE TO DO SO COULD RESULT IN LATE FEES. *Initial* _____

THIS AUTHORIZATION WILL REMAIN IN EFFECT UNTIL THE CITY OF ROUND ROCK HAS RECEIVED WRITTEN NOTIFICATION OF ITS TERMINATION. THIS BANK OR CREDIT CARD DRAFT WILL BE TERMINATED UPON RECEIPT OF NOTIFICATION FOR INSUFFICIENT FUNDS OR IF DECLINED OR RETURNED FOR ANY REASON. *Initial* _____

SIGNATURE _____ DATE _____

-----OFFICE USE ONLY-----

ENTERED BY _____ DATE _____ VERIFIED BY _____ DATE _____



City of Round Rock
221E Main St
Round Rock, TX 78664
Phone: 512-218-5460
Fax: 512-218-5463

CONFIDENTIALITY REQUEST

Texas Utilities Code 182.052 allows publicly-owned utilities to give their customers the option of making their personal information confidential.

If you wish to request confidentiality, please complete and return this form to: City of Round Rock Utility Office.
If you need more information, please call our office at 512-218-5460.

☐ **Yes, I request that my personal information be kept confidential.**

SERVICE ADDRESS _____

E-MAIL ADDRESS _____

BILLING PREFERENCE	
<input type="checkbox"/> E-BILL	<input type="checkbox"/> PAPER BILL

If you have already completed a form similar to this one, please complete this form in order to ensure we have the most current information on your account.

APPLICANT _____

CO-APPLICANT _____

DL# _____

DL# _____

SS# _____

SS# _____

DOB _____

DOB _____

PHONE # _____

PHONE # _____

X
SIGNATURE

X
SIGNATURE

*****OFFICE USE*****

ACCT NO# : _____ CSR _____ SERVICE ORDER # : _____

FRIENDLY ROCK CONTRIBUTION FORM



Your gift can help others.

By making either a one-time or monthly contributions, you can join in supporting the Friendly Rock Program. You can help those in need of financial assistance pay for essential water utility services.

The program, designed to supplement government and community programs in helping meet temporary utility emergencies, is administered by a charitable organization right in your community.

Here's how you can make your tax deductible contribution: Simply authorize the City of Round Rock to add \$1.00 or more to your utility bill payment each month, or make a one-time contribution by including a separate check made payable to Friendly Rock, City of Round Rock. **Complete the Friendly Rock contribution form and return it with your utility bill payment.**

Your contribution may be tax deductible. I authorize City of Round Rock to include

\$1.00 \$3.00 \$5.00 or \$_____ on my utility bill each month to support Friendly Rock

I understand that this will become effective with my next utility bill and will remain in effect until I notify the City of Round Rock to change the authorization. I also understand that the amount I pay for Friendly Rock will not be subject to local taxes or other charges. Or enclosed is my single contribution of \$_____

Name on your utility bill (please print)

_____ Account # _____

Address _____ Zip Code _____

Signature _____ Date _____



City of Round Rock UTILITY BILLING CUSTOMER SURVEY

We want to provide our customers with the best customer service available. Comments from you will help us reach that goal. Please take a few moments to fill out this survey and send it back to us. You can reach us by phone at 218-5460 or fax at 218-5463. **Thank you.**

Was the customer service representative courteous and helpful?	Yes	No
Were you given information regarding your welcome package?	Yes	No
Did we respond professionally to your questions?	Yes	No

How do you rate the overall experience with the Utility Billing Office?

1 (poor)	2 (avg.)	3 (good)	4 (excellent)
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Comments:

May we contact you about this survey? Yes No

If Yes: Name _____
 Add _____
 Phone _____

I Mendoza
City of Round Rock
221 East Main
Round Rock, TX 78664
512-218-5460
imendoza@roundrocktexas.gov